

Part-Time Facility Security Staff

Seeking Facility Security Staff for immediate part-time openings at the Harris Theater for Music and Dance in Millennium Park. Harris Theater Facility Security Staff performs routine security functions to ensure the protection of the facility and its assets along with the safety of the Harris Theater's staff, users of the space and visitors. Other responsibilities include: manages access to the building; monitors any incidents and reports them to their direct supervisor; performs related duties as required. Since the Security Staff are the first impression of our organization they must project a positive image in accordance with policies of the Harris Theater and must possess superior customer service skills

Harris Theater Security Staff are scheduled for shifts typically during 7 AM – 11PM/12AM for normal building operations and performances. Candidates must be able to work a flexible schedule of days, nights, weekends, holidays, be able to remain in a stationary position up to 50% of shift time, be able to move items up to 25 pounds across different areas of the facility. This position requires a current, valid Permanent Employee Registration (PERC) Card and completion of a 20-Hour Unarmed Security training course.

Accountabilities and Responsibilities:

- Responsible for completing opening and closing procedures, securing the office, and being stationed at the entrance desk during operating hours.
- Screens visitors/guests to ensure the safety of the building and that all individuals are directed to the appropriate area.
- Handles all incoming phone calls and verifies all delivery and mail details.
- Maintains the highest levels of professionalism and customer service to patrons, visitors, users of the theater and staff members by greeting all in a friendly and courteous manner.
- Maintains a safe environment by monitoring the facility through both the security cameras and physical routine checks of the space during operating hours and during performances and events.
- Directs and assists in emergency protocol as needed.
- Reports unusual activity or suspicions of safety issues to the Security Supervisor or administration in a timely fashion.
- Documents incidents in a timely manner, capturing details and an accurate record of facility activity in Daily Activity Reports.

Qualifications / Skills:

- High School Diploma or equivalent required
- This position requires a current, valid PERC Card and completion of 20-hour Unarmed Security training course.
- A minimum of 2-3 years of highly successful related experience.
- Ability to keep up with fast paced environment and to multi-task.
- Sound judgment and knowledge of ethical practices.
- Problem solving skills; ability to take charge, especially in emergency situations.
- Ability to follow written and oral instructions; ability to take personal responsibility for mistakes and learn from them, while consistently following up with analysis and corrective action.
- Strong oral communication skills, human relations and interpersonal skills; team oriented.
- Effective listening skills; ability to effectively exchange information with patrons, users of the theater and staff alike, concise and friendly manner whatever they need to get across to the person, whether it be directions or instructions to leave the premises; good presentation also involves smiling when appropriate, making eye contact and displaying open posture.
- Impeccable attendance and punctuality
- Proficient in Microsoft Word and Outlook.

Job Type: Part-time

Salary: \$13.00 /hour